

Our Reference      North East and North Cumbria ICB\  
FOI ICB 25-038

North East and North Cumbria ICB  
Pemberton House  
Colima Avenue  
Sunderland Enterprise Park  
Sunderland  
SR5 3XB

Tel: 0191 512 8484  
E-mail: [nencicb.foi@nhs.net](mailto:nencicb.foi@nhs.net)

By Email

2 May 2025

Dear Applicant

**Freedom of Information Act 2000 – Request for Information – NHS North East and North Cumbria Integrated Care Board (NENC ICB)**

Thank you for your request received on 28 April 2025 for information held by NHS North East and North Cumbria Integrated Care Board (the ICB) under the provisions of the Freedom of Information Act 2000. The ICB covers the areas of County Durham, Newcastle Gateshead, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley.

Please find the information you requested on behalf of the ICB as follows.

**Your Request**

Under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 (applying to adult social care and NHS services), your council or your ICB is legally obliged to designate a complaints manager to be responsible for managing the procedures and considering complaints in accordance with arrangements made under the Regulations (Regulation 4(1)(b)).

Please identify that person and the email and telephone contact details of the designated person, even if the role is discharged via a corporate email address such as ...@yourcouncil.gov.uk or ...@youricb.nhs.net.

**Our Response**

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB holds some of the information you have requested. Complaints team contacts are available on the NENC ICB website: [Complaints and compliments | North East & North Cumbria NHS](#). For your reference, the direct email address for complaints to the ICB is [nencicb.complaints@nhs.net](mailto:nencicb.complaints@nhs.net).

In accordance with s.21 of the FOIA, we are not required to provide information in response to a request if it is reasonably accessible to you by other means.

[www.northeastnorthcumbria.nhs.uk](http://www.northeastnorthcumbria.nhs.uk) 

NorthEastandNorthCumbriaNHS 

NENC\_NHS 

In accordance with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the NHS ICB website <https://northeastnorthcumbria.nhs.uk/>.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our decision, you should write to the Senior Governance Manager using the contact details at the top of this letter quoting the appropriate reference number.

If you are not content with the outcome your review, you do have the right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act 2000. Generally, the Information Commissioner cannot make a decision unless you have exhausted the ICB's complaints procedure.

The Information Commissioner can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or [www.ico.org.uk](http://www.ico.org.uk).

Any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example to publish it. If you wish to re-use the information that we provide and you do not specify this in your initial application for information then you must make a further request for its re-use as per the Re-Use of Public Sector Information Regulations 2015 [www.legislation.gov.uk](http://www.legislation.gov.uk). This will not affect your initial information request.

Yours faithfully

*Information Governance Support Officer*

**Information Governance Support Officer  
North East and North Cumbria Integrated Care Board**